

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of

George, et al.

Serial No.: 10/728,755

Group Art Unit: 2442

Filing Date: December 8, 2008

Examiner: MacIlwinen

For: METHOD AND STRUCTURE TO ANALYZE WEB CLIENT DIALOGS

Honorable Commissioner of Patents  
Alexandria, Virginia 22313-1450  
Box AF

**AMENDMENT UNDER 37 CFR §1.116**

In response to the Office Action mailed on January 19, 2010, please  
consider the following.

**Amendments** to the claims begin on page 2; and

**Remarks** begin on page 10.